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# Supply Clerical and Technician Series

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## NOTE

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If you find page references near the right hand margin of this standard they indicate the pagination of the official, printed version of this standard. For example, a notation "PAGE 2, 4/88, TS-87" would mean that (1) page two of the printed version begins here, (2) the date of issuance was 4/88, and (3) the Transmittal Sheet number was TS-87.

# Supply Clerical and Technician Series

GS-2005

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## SERIES DEFINITION

This series includes positions involved in supervising or performing clerical or technical supply support work necessary to ensure the effective operation of ongoing supply activities. It requires knowledge of supply operations and program requirements and the ability to apply established supply policies, day-to-day servicing techniques, regulations, or procedures.

## EXCLUSIONS

1. Classify positions in the appropriate supply management or operations series ([General Supply, GS-2001](#); [Supply Program Management, GS-2003](#); [Inventory Management, GS-2010](#); [Distribution and Storage Facilities Management, GS-2030](#); [Packaging, GS-2032](#); or [Cataloging, GS-2050](#)) when they require substantive knowledge of supply management concepts, principles, and techniques, and the ability to make decisions in cases not specifically covered by substantive guides or precedents.
2. Classify positions in an appropriate series when specialized skills such as typing, stenography, or dictating machine transcription are required to perform the clerical work.
3. Classify positions in the clerical support series appropriate for the subject matter when the primary requirement is for knowledge of the subject matter, other than supply, in the area supported.
4. Classify positions in the appropriate series in the [GS-500 Accounting and Budget Group](#) when the accounting or budget skills are the primary requirements for staffing the positions.
5. Classify positions in the appropriate [Federal Wage System](#) series when they are primarily concerned with unskilled, semi- skilled, or skilled manual labor work where the base or paramount requirements relate to the physical handling of stock.

## OCCUPATIONAL INFORMATION

Supply clerks and technicians perform work in a wide range of systematized supply operations, such as performing records functions in inventory, storage, cataloging, and receipt and control processes. Employees typically do work associated with one of the supply management or operations processes. Some employees, however, do work at local installations involving elements of several supply programs. Supply clerks and technicians perform one or more of the following kinds of work:

- oversee stock maintenance at or within prescribed levels and establish or adjust stock levels and reorder points using standard formulae and prescribed procedures;

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- conduct physical inventories and adjust and/or maintain inventory, stock, plant, or property account records;
- receive and screen lists or other documents specifying supplies or materials needed for planned programs or work operations, and collate and assemble lists of equipment and parts needed for acquisition plans;
- initiate, prepare, edit, and process requisitions to stock, commodity control, or other appropriate supply organizations;
- search catalogs, records, or other data sources to obtain or correct stock numbers or to find authorized substitutes for stock items;
- contact customers, supply organizations, transportation units, and others to obtain material status information, follow up on urgently required items, and/or expedite delivery of material to work sites;
- process documentation for stock item receipts, maintain such items in a supply room or similar storage area, issue material to shop or work center personnel, keep local stock records, reorder when stocks are low or at a specified reorder point, prepare standard reports such as variances between actual and estimated costs, and perform related stock receipt, storage, control, and issue functions for expendable and nonexpendable items for a local organization;

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- identify requirements and requisition, issue, or distribute office and administrative supplies, forms, publications, or other printed materials;
- maintain an accurate accounting and reporting system for nonexpendable property and perform standardized property management control processes; and/or
- operate computer terminals or personal computers to perform records search, data input, and data corrections.

A supply "item" as used in this standard is a generic term. It may refer to supplies, equipment, material, property (except real property), publications, and certain related services.

Scope or size of the organization served does not itself influence the grade level of Supply Clerk or Technician positions. They operate in any kind of organizational entity, at any level. They may be found, for example, in an operating office serving the consumer, in an agency headquarters supply office, in the supply office of a local field establishment, or in a system-wide national inventory control point.

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Virtually all supply systems are automated. Supply clerks and technicians must have sufficient knowledge of the automated systems to apply instructions for supply actions such as data entry, reports retrieval, error correction, and searching for specific records. The work is performed through terminal stations and/or personal computers. Employees maintain specified sets of records in general supply operations or in support of one of the specialized supply functions (i.e., inventory, cataloging, etc.) and are responsible for keeping them both accurate and current.

### **DISTINGUISHING BETWEEN SUPPLY TECHNICIAN AND SUPPLY SPECIALIST POSITIONS**

There are several areas to review in determining whether positions are to be classified to the Supply Clerical and Technician Series, GS-2005, or to a series covering supply specialist functions (GS-2001, 2003, 2010, 2030, 2032, or 2050). Careful consideration must be given to (a) the duties and responsibilities of the position, including the supervision received, (b) the knowledge and abilities required to perform the work, and © the recruitment sources, career ladder, and needs of management. For example:

- a. Supply technicians generally follow established methods and procedures which have been developed by supply specialists or management personnel. They are primarily concerned with the application of these guidelines to specific supply problems or situations. Occasionally, they may develop individualized work plans or procedures, but these typically are limited to the individual situations with which they work (such as determining reasons for computer rejections).
- b. Supply technicians perform assignments (1) requiring less extensive knowledge of programs, operations, or organizations serviced (e.g., they relate to functions that are stable or standardized, functions of complex programs, to local needs, or to individual case problems or supply actions); and/or (2) requiring a limited knowledge of item characteristics or technical uses of items of supply or equipment. Decisions are made by applying established methods or techniques; by drawing on a knowledge of appropriate precedents; or by obtaining guidance and instructions from a supply specialist.

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- c. Supply technicians may perform some of the same work tasks as the supply specialist, but they do so based on practical experience and familiarity with supply operations, the supply mission of the organization, and supply regulations, policies, procedures, and directives.

Supply specialists such as supply systems analysts, inventory management specialists, supply catalogers, etc., are responsible for planning and developing the supply system, programs, or services; and for developing, adapting, or interpreting operating methods or procedures.

Supply specialists perform assignments requiring a deeper knowledge and understanding of programs and the needs and operations of the organizations serviced. For example, the supply specialists (1) must apply a knowledge of present and proposed programs, program changes, work operations, work sequences and schedules; and/or (2) must have a greater knowledge of the technical characteristics or properties of supply items. This knowledge is required to plan and forecast inventory needs under changing technological or program requirements; efficiently distribute or phase materiel support to accomplish mission requirements; effectively manage and utilize Government-owned property under changing program requirements; or clearly identify and describe difficult technical items within a cataloging system. Specialists apply judgment in analyzing needs that go beyond the application of guidelines to resolve specific supply problems. They require the ability to apply sound management theories, principles, and techniques.

Supply specialists at grades GS-5/7 may perform work similar to that of a supply technician, but do so in a trainee or developmental capacity -- on the basis of their capacity to analyze a variety of work situations, then interpret and apply instructions and related data in preparation for higher level work assignments.

## TITLING

Supply Clerk is the title for all positions GS-1/4.

Supply Technician is the title for all positions GS-5 and above.

Positions that meet the criteria of the appropriate guide for [leader](#) or [supervisory positions](#) should have "Lead" or "Supervisory" prefixed to the basic title.

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Agencies may supplement these prescribed titles by adding appropriate parenthetical titles (e.g., inventory, cataloging) as described in the Introduction to the Position Classification Standards.

## EVALUATING POSITIONS

Positions should be classified using the factor level descriptions contained in this standard. The [Primary Standard](#) and related classification standards ([Grade Evaluation Guide for Clerical and Assistance Positions](#)) are used to evaluate positions when the appropriate factor levels are higher or lower than those described in the standard.

The grades of work leader positions are determined by applying the classification criteria in the [Work Leader Grade Evaluation Guide](#).

The grades of supervisory positions are determined by applying the appropriate [guide for classifying supervisory positions](#).

## GRADE CONVERSION TABLE

Total points on all evaluation factors are converted to GS grade as follows:

GS Grade	Point Range
3	455-650
4	655-850
5	855-1100
6	1105-1350
7	1355-1600

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## FACTOR LEVEL DESCRIPTIONS

### FACTOR 1, KNOWLEDGE REQUIRED FOR THE POSITION

Level 1-2 -- 200 Points

The work at this level requires knowledge of basic or commonly applied rules, procedures, or operations typically requiring limited training and experience. Knowledge of computer systems and personal computer or terminal operation is used for basic entry and retrieval operations. This level of knowledge is used to perform standardized supply actions such as:

- filling out, posting, filing, controlling, or coding supply documents or transactions using frequently used terminology, forms, or codes;
- monitoring the paperwork and records associated with receiving, storing, issuing, replenishing, or inventorying commonly used administrative supplies and equipment;
- securing information regarding the status of supply transactions.

Illustrations:

- Employees make entries to various paper and computer files to control receipt, follow-up actions, back-orders, stock record changes, requisition files, and related supply records. They record or post information from requisitions, contracts, and shipping documents.



They answer inquiries about requisition status based on information readily available in local files.

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- Employees maintain files of description patterns, reference groups, military standards, specifications, cataloging manuals, and other cataloging tools according to Federal supply group, numerical codes, etc. They search for specific information required by technician and other personnel within the organization. This requires recognizing identification and supply cataloging symbols of the various items of supply.

#### Level 1-3 -- 350 Points

The work at this level requires knowledge of standardized supply regulations, policies, procedures, or other instructions relating to the specific functions assigned. Most positions require familiarity with one or more automated supply data bases to enter, correct, and retrieve recurring reports and to structure and retrieve specialized reports. Employees use a sound working knowledge of the structure of the local supply organization and the organizations serviced. Employees use this knowledge and ability to perform a range of standard clerical assignments and to resolve recurring problems.

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#### Illustrations:

- Employees perform a combination of tasks concerned with the receipt, storage, issue, and replenishment of a wide variety of supplies, forms, and publications. Items include printed material for use in special programs, as well as technical equipment, office furniture, office machines, and other nonexpendable property. They examine items received; note overages, shortages, or any damages incurred in shipping; and prepare detailed reports as required. They inspect storage areas and recommend replenishment of items when quantity appears low, review requisitions and revise quantities ordered based on the number of items on hand, and recommend substitutions when items are not available. -- Employees maintain perpetual inventory records (property book) of nonexpendable property for the organization serviced. When property is declared excess in any location, they verify accurate description and quantity available. They circulate notifications of excess property available for other serviced units, prepare transfer documents according to prescribed procedures, or, where no need exists, complete declarations of excess property. They circulate reports of excess property submitted by other offices or agencies to identify those with potential for local use, and, after need for item is approved by a local operating office, prepare requisitions for items to be transferred. When nonexpendable property is lost, damaged, or destroyed, employees prepare survey reports.

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- Employees answer recurring inquiries regarding the status of requisitions, delivery of material, and other questions received from customers, storage depots, or other organizations. They apply knowledge of requisitioning and stock control procedures and regulations to check appropriate computer listings, item histories, procurement documents, shipment invoices, or other available records or files. They determine the status of supply actions or reasons for delay and answer inquiries orally or in writing.
- Employees investigate and reconcile routine and recurring discrepancies relating to actions such as receipt control, stock control, and inventory adjustments. They search summaries, activity registers, and other readily available reference sources to trace previous actions. They determine the cause(s) of discrepancies and prepare adjustment forms to correct the records and documents.
- Employees perform recurring duties concerned with preparing, maintaining, and publishing agency stock lists. They assemble designated identifying and descriptive data; group like items together; and arrange in item number or other designated sequence. They obtain data by referring to stock catalogs, master catalog cards, other item identifications, and manufacturers' descriptive data.

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#### Level 1-4 -- 550 Points

The work at this level requires a thorough knowledge of governing supply regulations, policies, procedures, and instructions applicable to the specific assignment. Employees use this knowledge to conduct extensive and exhaustive searches for required information; reconstruct records for complex supply transactions; and/or provide supply operations support for activities involving specialized or unique supplies, equipment, and parts such as special purpose laboratory or test equipment, prototypes of technical equipment, parts and equipment requiring unusual degrees of protection in shipment and storage, or others that are unique to the organization's mission or are seldom handled. This knowledge is also used in positions performing routine aspects of supply specialist work based on practical knowledge of standard procedures, where assignments include individual case problems related to a limited segment in one of the major areas of supply management (e.g., cataloging, inventory management, excess property, property utilization, or storage management).

#### Illustrations:

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- Employees use intensive knowledge of local supply requirements to ensure supply support for production, overhaul, repair, or other operations for items requiring special handling. They maintain contacts with customers and other offices on program requirements for urgent, critical shortage, and other special items. They review requisitions, supporting

documents, and reference material to determine priority supply action required, the status of action, changes in requirements and unexpected requirements, and to expedite delivery of urgently required items through correspondence and telephone calls to inventory control points, manufacturers, or other organizations. They coordinate actions with transportation, production, and other supply units.

- Employees maintain accurate accounting and reporting systems for nonexpendable property and perform routine phases of property management. They --
- Review proposed purchases to ensure they are in accordance with fiscal year property plan, review justifications, and recommend actions for property requests not on the plan;
- Plan for and conduct limited segments of management studies on the utilization of property, and make informal recommendations based on data developed;

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- Review records and demand data to determine if property has become obsolete or excess to the needs of the organization and/or excess to the overall requirements of the agency; offer recommendations to operating officials for utilization; and prepare reports and necessary documentation for transfer of property;
- Locate surplus property, determine age and probable condition by checking records, contacting local vendors, physically inspecting records, and arranging for transfer of property that can be used; and
- Work with a supply specialist in preparing procedures for annual inventories, participate in inventory process, conduct investigations to determine causes of inventory discrepancies by checking all property records (e.g., purchase orders, surveys, transfers, and other available sources), compile information necessary for consideration in survey actions relating to loss, damage, or destruction of Government-owned property.
- Employees process clearly defined requests from field and overseas activities for the introduction of new items into the agency supply system, and a broad range of inquiries relative to the proper identification of items, accuracy of National Stock Numbers, and other miscellaneous inquiries concerning unit of issue, management codes, and similar information. They obtain technical information from --

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- a. a search of various listings, journal cards, supply catalogs, technical bulletins, and manufacturers' catalogs;

- b. personal contacts with personnel in operations, logistics, supply management, and standardization offices; and
- c. correspondence with suppliers and other sources.

They answer inquiries or make various recommendations to higher grade supply specialists, such as whether it would be more feasible to procure requested items locally or centrally, or whether to authorize depot stockage. They prepare requests for cataloging action and prepare code sheets to effect additions, deletions, and changes to items authorized.

- Employees assist catalogers by performing all but the most difficult technical duties concerned with the compilation and maintenance of agency system-wide supply publications. They --
- Review item descriptions to insure compliance with all applicable requirements for publications;
- Determine manner of presentation by grouping like items together in accordance with previous or prescribed formats; and,
- Assign index numbers to provide for future expansion of the commodity area.

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## **FACTOR 2, SUPERVISORY CONTROLS**

### **Level 2-1 -- 25 Points**

The work is performed under technical supervision of a supervisor or an employee of higher grade. The employee receives written or oral instruction in sequencing and planning for routine, repetitive tasks where work is controlled by procedures, established practices, or governing regulations. Instructions for unusual or new assignments are given on a task basis.

The employee works as instructed and consults with the supervisor as needed on all matters not specifically covered in the original instructions or guidelines.

The work is closely controlled. For some positions, the control is through the structured nature of the work itself; for others, it may be controlled by the circumstances in which it is performed. In some situations, the supervisor maintains control through review of the work which may include checking progress or reviewing completed work for accuracy, adequacy, and adherence to instructions and established procedures.

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### **Level 2-2 -- 125 Points**

Work is performed under technical guidance of a supply technician, supply specialist, or supervisor who issues general work assignments, controls flow of day-to-day work, and explains major changes in regulations or procedures. The supervisor or higher grade employee provides additional specific instructions for new, difficult, or unusual assignments including suggested work methods or advice on source material available.

The employee uses initiative in carrying out recurring assignments independently without specific instruction, but refers deviations, problems, and unfamiliar situations not covered by instructions to the supervisor or higher grade employee for decision or help.

The supervisor assures that finished work and methods used are technically accurate and in compliance with instructions or established procedures. Review of the work increases with more difficult assignments if the employee has not previously performed similar assignments.

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#### Level 2-3 -- 275 Points

The supervisor makes assignments by defining objectives, priorities, and deadlines; and assists the employee with unusual situations which do not have clear precedents. In some circumstances, the employee works independently from the supervisor or specialist in a remote location. Contact with the supervisor is infrequent, although usually available by telephone and periodic on-site visits.

Continuing assignments are usually performed with considerable independence. The employee plans and carries out the successive steps and handles problems and deviations in the work assignment in accordance with instructions, policies, previous training, or accepted practices in the occupation. When the employee assists a supply specialist in performing segments of more complex technical operations, the work may be subject to closer technical guidance and control.

Completed work is usually evaluated for technical soundness, appropriateness, and conformity to policy and requirements. The methods used in arriving at the end results are not usually reviewed in detail.

### FACTOR 3, GUIDELINES

#### Level 3-1 -- 25 Points

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Specific, detailed guidelines covering all important aspects of the assignment are provided to the employee. They include agency and/or installation manuals and procedures that provide illustrations of commonly occurring transactions.

The employee works in strict adherence to the guidelines, deviations must be authorized by the supervisor. Some choice is required in applying the correct procedures.

#### Level 3-2 -- 125 Points

Procedures for doing the work have been established and a number of specific guidelines are available in the form of supply regulations, policies, and procedures.

The number and similarity of guidelines and work situations require the employee to use some judgment in locating and selecting the most appropriate guidelines, references, and procedures for application and in making minor deviations to adapt the guidelines in specific cases.

At this level, the employee may also determine which of several established alternatives to use. Situations to which the existing guidelines cannot be applied or significant proposed deviations from the guidelines are referred to the supervisor.

#### Level 3-3 -- 275 Points

Guidelines are similar to the next lower level, but because of the problem solving or case nature of the assignments, they are not completely applicable or have gaps in specificity.

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The employee uses judgment in interpreting and adapting guidelines such as policies, regulations, precedents, and work directions for application to specific cases or problems. The employee analyzes the results of applying guidelines and recommends changes.

### **FACTOR 4, COMPLEXITY**

#### Level 4-1 -- 25 Points

The work includes a variety of detailed tasks that are clear-cut, directly related, and concerned with the procedural processing of supply actions.

The employee has little or no choice in deciding what needs to be done.

Actions taken by the employee or responses made are readily discernible. The work is quickly mastered.

#### Level 4-2 -- 75 Points

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The work consists of duties that involve related steps, processes, or methods, including work such as performing routine aspects of technical supply management functions in support of a specialist.

The employee decides what to do by recognizing the existence of and differences between a few easily recognizable situations and conditions, and choosing a course of action from among options related to the specific assignment.

Actions to be taken by the employee or responses to be made differ in such things as the source of information, the kind of transactions or entries, or other differences of a factual nature.

#### Level 4-3 -- 150 Points

The work involves unusually complicated or difficult technical duties involving one or more aspects of supply management or operations. The work at this level is difficult because it involves--

- a. actions that are not standardized or prescribed;
- b. deviations from established procedures;
- c. new or changing situations; or

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- d. matters for which only general provision can be made in regulations or procedures. This typically involves supply transactions which experienced employees at lower grades have been unable to process or resolve, or which involve special program requirements for urgent, critical shortage items requiring specialized procedures and efforts to obtain.

The employee decides what needs to be done depending on the analysis of the subject, phase, or issues involved in each assignment, and the chosen course of action may have to be selected from many alternatives. Decisions are based largely on the employee's experience, precedent actions, and the priority assigned for resolving the particular problem. The methods and procedures used to resolve each issue vary based on the circumstances of each individual case.

The work involves conditions and elements that the employee must identify and analyze to discern interrelationships with other actions, related supply programs, and alternative approaches.

## **FACTOR 5, SCOPE AND EFFECT**

#### Level 5-1 -- 25 Points

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The work involves the performance of specific, routine operations that include a few separate tasks or procedures.

The work product or supply service is required to facilitate the work of others. However, it has little impact beyond the immediate organizational unit or beyond the timely provision of limited services to others.

#### Level 5-2 -- 75 Points

The work involves the execution of specific rules, regulations, or procedures and typically comprises a complete segment of an assignment or project of broader scope, such as when assisting a higher grade employee.

The work or supply service affects the accuracy, reliability, or acceptability of further processes or services in meeting customer requirements in supported organizations and other supply units.

#### Level 5-3 -- 150 Points

The work involves dealing with a variety of problem situations either independently or as part of a broader problem solving effort under the control of a specialist. Problems encountered require extensive factfinding, review of information to coordinate requirements, and recommendations to resolve conditions or change procedures. The employee performs the work in conformance with prescribed procedures and methods.

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The results of the work affect the adequacy of local supply support operations, or they contribute to improved procedures in support of supply programs and operations.

### **FACTOR 6, PERSONAL CONTACTS AND FACTOR 7, PURPOSE OF CONTACTS**

Match the level of regular and recurring personal contacts with the directly related purpose of the contacts and credit the appropriate point value using the chart below.

#### Persons Contacted

1. Contacts are with employees within the immediate organizations, office, project, or work unit, and in related or support units.

AND/OR



Contacts are with employees of serviced organizations in highly structured settings such as supply room operations where the contact is over the counter for receipt of requests and issuance of administrative supplies or forms.

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2. Contacts are with employees in the same agency, but outside the immediate organization. Persons contacted generally are engaged in different functions, missions, and kinds of work, such as representatives from various levels within the agency or from other operating offices in the immediate installation.

@ @      AND/OR

Contacts are with members of the general public as individuals or groups, in a moderately structured setting (i.e., they are usually established on a routine basis at the employee's work place or over the telephone, the exact purpose may be unclear at first, and one or more of the parties may be uninformed concerning the role and authority of other participants). Typical of contacts at this level are employees at approximately the same level of authority in shipping companies, vendor employees concerned with the status of orders or shipments, and others at comparable levels.

3. Contacts are with individuals from outside the employing agency in a moderately unstructured setting (e.g., the contacts are not established on a routine basis, the purpose and extent of each contact is different, and the role and authority of each party is identified and developed during the course of the contact). Typical of contacts at this level are supply employees in other departments or agencies, inventory item managers, contractors, or manufacturers.

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### Purpose

- a. The purpose of contacts is to obtain, clarify, or exchange facts or information, regardless of the nature of those facts, which may range from easily understood to highly technical.
- b. The purpose of the contacts is to plan, coordinate, or advise on work efforts or to resolve operating problems by clarifying discrepancies in information submitted by serviced organizations, resolving automated system problems causing erroneous transaction records, or seeking cooperation from others to resolve complicated supply actions.

C O N T A C T S	P U R P O S E	
	a	b
	1	30
	2	45
	3	80
	110	

\*This combinations are probably unrealistic.

## FACTOR 8, PHYSICAL DEMANDS

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### Level 8-1 -- 5 Points

The work is primarily sedentary. The employee may sit comfortably to do the work. There may be some walking, standing, bending, carrying of light items such as papers, books, or small parts. No special physical demands are required to perform the work.

### Level 8-2 -- 20 Points

The work requires some physical exertion such as long periods of standing; walking over rough, uneven, or rocky surfaces; recurring bending, crouching, stooping, stretching, reaching; or similar activities. This level of physical demands occurs, for example, when employees are regularly assigned to activities such as tracing misplaced items or conducting physical inventories in warehouses, depots, and other storage areas, or when they are regularly involved in stocking and retrieving items from shelves and cabinets.

## FACTOR 9, WORK ENVIRONMENT

### Level 9-1 -- 5 Points

The employee typically works indoors in an environment involving everyday risks or discomforts which require normal safety precautions typical of such places as offices or meeting rooms. Observance of normal safety practices with office equipment, avoidance of trips and falls, and observance of fire regulations is required. The area is adequately lighted, heated, and ventilated.

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Level 9-2 -- 20 Points

The work environment involves moderate risks or discomforts which require special safety precautions, such as working around moving warehouse equipment, carts, or machines. Employees may be required to use protective clothing or gear such as masks, gowns, safety shoes, goggles, hearing protection, and gloves.